

Students Mentors..... Liaisons



"Working Toward the Same Goal"
2002

LIAISON TOOL KIT

Liaison Tool Kit

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LIAISON INFORMATION

Why LANL Hires Students

Hiring student employees is an institutional goal for the Laboratory. Hiring students at LANL helps in developing a talented workforce to meet the current and future needs of this ever-changing organization. These student employees will become the next generation of experts in their fields.

What is a Liaison?

- A neutral and essential resource
- Works with mentors to prepare for the arrival of students
- Adds value to students' experiences
- Links students to needed resources
- Makes the Lab more manageable for students to focus on research and learning
- Connects students to teams, Divisions, LANL, and the surrounding community
- Plans and coordinates division-level student activities
- Assists with the student's transition before departure

Liaisons are not

- Academic advisors
- Mentors
- Attorneys
- Ombuds persons
- Administrative staff
- Professional therapists or counselors
- HR Generalists

PROGRAMMATIC INFORMATION

Preparing for Students to Arrive (Mentor)

Student Workplan

The student workplan defines the type of work that will be accomplished during the student's appointment. It provides a description of the work assignment and projects, along with the necessary skills and educational background needed to perform the research/work. The workplan (see page 16 for a sample) is used as a tool for both the mentor and student to establish a clear, mutual, and meaningful educational Laboratory experience.

Selection of an Appropriate Research/Work Project

Selecting an appropriate project before the student arrives is important to a positive work experience. Projects should have a defined goal that the student has a reasonable chance of meeting during the students' appointment. The project should also be flexible enough so that it can be shortened or lengthened depending on the success rate of the student as the project progresses. If possible the project/research should have two to three levels, or stopping places. It is also beneficial to the student to see how their work fits into the bigger picture of the group/division.

When the Student Arrives

Student's First Days at LANL

The first few days for students are busy with becoming familiar with the Laboratory. Students participate in New Student Orientation and complete the new hire process with Human Resources. They are also informed of

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available resources as well as site-specific training that may be required prior to their being authorized to conduct work. General Employee Training (GET) is a course that is required of all LANL students and must be completed before students can be issued their badge.

Student/Mentor Workplan Discussion Guide

As stated above, every student has a detailed workplan. The Student/Mentor Workplan Discussion Guide is an important form that needs to be completed by the student and mentor and returned to STB-EPO within **seven working days** of hiring. This form will ensure an understanding of the student's work assignment (see page 13).

Expectation Management

Expectation management is clearly defining what is expected of the student during their appointment as well as what the student can expect from the Lab, the mentor, the liaison and their work while they are here. Clear expectations, time and selection of the research project are key in successful collaboration with students. One who does not pay close attention to these areas set the stage for a disappointing experience.

No-fault Termination of Relationship

If either the mentor or student cannot meet the goals and objectives that have been outlined, discuss a no-fault end to the relationship. The mentor should contact you, the Division Student Liaison, then the EPO-Student/Mentor Liaison, Carole Rutten, at 665-5194 or crutten@lanl.gov so that the student can be assisted.

Work Schedule Options

It is important to notify students of work schedule options. For example, during the first week students are required to work a five day (Monday-Friday) eight hours per day schedule. After this, the student may request a different option such as the 9/80 schedule. Upon the mentor's approval, the student's schedule can be modified. It is encouraged that student employees and mentors have compatible schedules.

Student End of Appointment Responsibilities

Three weeks prior to the end of the student's appointment, the student should notify the Human Resources generalist, the mentor, and the student liaison regarding the student's departure. Forms will be initiated to reflect the appointment change of status i.e. casual, part-time, full-time, offsite.

Student Exit Survey

An Exit Survey will be provided at the end of the summer. This will allow students to provide input on their summer experience at the Laboratory. Although this survey will be available, students should feel free to provide comments throughout their stay. To seek information or to provide suggestions regarding student programs, students should contact:

Carole Rutten, Laboratory Student/Mentor Liaison
STB/EPO
665-5194
crutten@lanl.gov

GENERAL INFORMATION/POLICIES

Student Housing

Historically, housing for students in Los Alamos has been a continuing problem. Each year, the Housing Office attempts to locate and secure agreements for adequate student housing with varying degrees of success. Therefore, it is important that students know that it is their responsibility to find housing in the Los Alamos area. Students can be directed to the Chamber of Commerce website at (<http://www.losalamos.com/chamber/>) for privately owned accommodations in Los Alamos and surrounding communities. The Housing Office website is: at (<http://bus.lanl.gov/bus/housing/>). Housing staff is available to answer questions. They will continue to work on the behalf of the students to secure rental agreements. Students with transportation have more options than those without.

Transportation

Students who do not have a vehicle can get around town and to the Laboratory via Los Alamos Bus System (www.labus.org). Schedules can be obtained at the New Hire Office in the Otowi Building or through the website. Car pool information can be found on the Student Association Bulletin Board at (<http://sa.lanl.gov>) or visit the LANL New Bulletin Ride Sharing section at <http://www.lanl.gov/orgs/pa/News/rideshare.html> .

TAXI Service

LANL provides a FREE TAXI service to all **Lab sites**. This service is available to Lab employees during normal work hours (8:00 am – 5:00 pm). Call 667-TAXI to make arrangements. The summer is a very busy time for the TAXI service, so please remind students that the taxi's are to be used only for official Lab business. Taxi's will not transport students to their homes or to non-lab business locations.

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The TAXI service has established special routes and pick-up times to accommodate the needs of summer students. Tentative schedules are listed below. The departure times are firm. Remember, if the student misses the 7:30 am departure, they will have to wait until the TAXI service can work them into their schedule.

TAXI service accepts calls until 5:00 pm. If the student has to work late, they will need to make other transportation arrangements. In addition, TAXI service will not be able to move students around the Lab during the lunch hours (11:15 am – 1:15 pm) except for official Lab business.

Tentative Morning Schedule for student pick-up:

NOTE: All vans depart their designated areas at 7:30 to Otowi then down their assigned routes.

Bradbury (Red Route) To Otowi - to SM 40 - to TA 16

L.A. Inn (Bronze Route) To Otowi - to SM 200 - to SM 34 - to TA 53

Bradbury and L.A. Inn (Yellow Route) To Otowi - to Pajarito Road - WRTC

Tentative Evening Schedule:

NOTE: DO NOT CALL. We will be there within 5 minutes of designated time, weather and road conditions permitting.

Those wanting to go to the Wellness Center will be dropped off at SM 261, (Otowi). Anyone wanting pick-up from the Wellness Center must walk to SM 261 Otowi by 5:00 pm.

Tentative Routes and pick-up times

Route One

4:45	TA 46, Building 1, 31, Gate
4:55	TA 52, Building 33
5:00	TA 35, Building 86

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Route Two

4:45	TA 55, Gate
4:55	TA 48, Gate
5:00	SM 34

Route Three

4:45 – 5:00	TA 53, Buildings 622, 31, 1
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Route Four

4:50	TA 16, Ped Gate and building 328
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Route Five

4:50	TA 3, SM 200, SM 40, SM 261
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All evening vans will go to Bradbury, L.A. Inn, Pueblo/UNM as necessary

TA 3 Drop off and Pick up Points:**Work Location****Drop off and Pick Up**

Badge Office

SM 261

SM 207

Wellness Center

SM 261 East

SM 1888

SM 215

SM 40

SM 40

MSL

SM 1586

SM 1567

SM 1551

SM 480

SM 34

SM 1690

SM 200

SM 469

SM 123

SM 123

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NOTE: If the student's TA 3 work location is not identified, please have the student call taxi and we will tell them where their pick up point will be.

Key TAXI information to remember:

- ☐ If the student misses the 7:30 a.m. pick-up, they will not likely be picked up again until 9:00 a.m. due to the volume.
- ☐ Evening taxi calls are taken until 5:00 p.m. and services end at 5:30 p.m.
- ☐ 11:15 a.m. to 1:15 p.m. is the busiest time for the taxi service and service is for those with official business.

Harassment

The Laboratory has very specific policies regarding harassment. Harassment is unacceptable conduct and is prohibited. The Laboratory takes measures to prevent acts of harassment that are prompt corrective and/or disciplinary for any act that violates this policy. Please contact HR-8 (Staff Relations) at 7-8730 or <http://www.hr.lanl.gov> .

Sexual Harassment

The Laboratory also has a policy regarding sexual harassment that prohibits sexual relationships with subordinates. The policy can be found under Protected Characteristics (AM 711.01). The resources available to you about sexual harassment are; staff relations (667-8730), the HR generalist for your division, the Employee Assistance Program (EAP) or the Ombuds office.

Off-Site Student Policy

The off-site Student Policy is for a student who is actively participating in one of the Laboratory's Student Programs as a full-time, part-time, or casual status employee whose primary work location is NOT on LANL property. Remember, all

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requirements must be met and APPROVED, BEFORE work is permitted off-site. Please see: (<http://www.hr.lanl.gov/hrstaffing/StudentPrograms/offsite.stm>) for specific requirements. Off-site packets should be completed at least **two weeks prior** to the student's departure date.

DIVISION LIAISON RESOURCES

Student Program Coordinators

Depending on the student's academic status they are part of either the High School Co-op, Undergraduate Student, or Graduate Research Assistant program. Each program has a program coordinator. The role of the program coordinator is to ensure a quality and rewarding work experience. The program coordinators are there to assist you and the student with needs relating to the student's workplan, mentor/student relationships, policy, exceptions or student concerns. Please contact the appropriate coordinator for assistance.

UGS & High School Co-op Program Coordinator Arminda (Mindy) Mendez STB/EPO 665-9466 ajmendez@lanl.gov	GRA Program Coordinator Kari Lier STB/EPO 667-3799 klier@lanl.gov
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Division Student Liaisons

Student liaisons are an additional resource for students. Each division/group has a student liaison. Liaisons add value to students' experience by working with the mentor, linking students to needed resources within the division, the Laboratory, and the community. Liaisons help make the Laboratory a more manageable place so that students can focus and be more effective in their work projects.

Division Liaison Listing

Group	Last Name	First Name	Phone	E-mail	Mail Stop
B					
B-2	Freyer	Jim	667-8229	freyer@lanl.gov	M888
BUS-DO	Beck	Patricia	667-2710	pbeck@lanl.gov	P291
BUS-1	Segura	Stephanie	665-2625	segura_stephanie@lanl.gov	P239
BUS-2	Salazar	Joann	665-8239	jsalazar@lanl.gov	P292
BUS-3	Johnson	James	665-8083	ipj@lanl.gov	P233
BUS-4	Van Eeckhout	Mary	667-5245	msvan@lanl.gov	A190
BUS-5	Sandoval	Joann	665-4024	jsand@lanl.gov	D447
BUS-7	Perez	Camilo	665-0704	cperez@lanl.gov	P277
BUS-8	Nuttall	Linda	667-2001	lindan@lanl.gov	P202
C-AAC	Hobart	David	667-0205	dhobart@lanl.gov	G740
CCN					
CST-DO				-	
C-DO	Schuch	Cathy	667-4457	cathys@lanl.gov	J515
D-5	Holland	Joe	667-4910	jvh@lanl.gov	F602
D-10	Pelowitz	Denise	667-0912	dbp@lanl.gov	K575
DVO	Babicke	Tim	667-5665	timb@lanl.gov	M894
DVO	Gutierrez	Lisa	667-5665	lisalisa@lanl.gov	M894
DX/DX-2	Lee	Kien-Yin	667-7131	kylee@lanl.gov	C920
EES	Lavine	Alexis	667-3605	alavine@lanl.gov	D462
E	Hartwell	Ware	665-1284	ware@lanl.gov	J591
EM					
ESA	Lamkin	Diane	665-1957	dlamkin@lanl.gov	C936
ESH	Rey	Virginia	665-8769	vrey@lanl.gov	K483
FWO	Roybal	Shelly	665-7488	shellyr@lanl.gov	K492
GR	Maes	Evelyn	667-0338	emaes@lanl.gov	A103
HR	Atencio	Loretta	667-1887	lma@lanl.gov	P124
IM					
LANSC	Martinez	Bonnie	667-5534	bonnie@lanl.gov	H845
LC	Castille	Ellen	667-3766	castille@lanl.gov	A187
MST-CMS				-	
MST-STC	Espinoza	Brenda	665-3030	bme@lanl.gov	K763
MST-6				-	
MST-10	Taylor	Toni	665-0030	ttaylor@lanl.gov	K764
MST-11					
NIS	Ulibarri	Tina	665-7353	tinau@lanl.gov	F650
NMT-4	Gonzales	Robert	665-5250	rlg@lanl.gov	E513
NMT-DO	Foropoulos	Jerry	667-0983	jzf@lanl.gov	E500
OEO					
P-21				-	
P-24	Maestas	Lucy	667-4879	imaestas@lanl.gov	E527
P-25	VanHecke	Hubert	667-5384	hubert@lanl.gov	H846
PA	Salazar	Susie	665-9475	susies@lanl.gov	C177

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PM-4					
S	Eres	Sally	665-1649	eres@lanl.gov	G729
STB	Rutten	Carole	665-5194	crutten@lanl.gov	M709
T-4	Collins	Lee	667-2100	lac@lanl.gov	B212
T-3	Whittington	Susan	667-7380	rolwhit@lanl.gov	B210
T-6, 8, 13				-	
T-10	Hlavacek	William	665-1355	wish@lanl.gov	K710
T-11	Albers	Bob	665-0417	rca@lanl.gov	B262
X				-	

Student Programs Advisory Council (SPAC)

SPAC is composed of Laboratory employees who advise LANL management on student-related issues and policies. The mission of SPAC is to insure that every student has a quality and positive experience at LANL. The SPAC website is <http://set.lanl.gov/spac/index.html> . SPAC meetings are open and student, liaison, and mentor involvement is encouraged.

Ombuds Office

The Ombuds Office offers confidential brainstorming, venting, advice, facilitation, mediation, organizational assessments, and referrals for mentors, liaisons, and students.

For more information, contact:

Phone: 665-2837
Email: ombuds@lanl.gov
Web: <http://www.lanl.gov/ombuds/>

Student Association

The LANL Student Association (SA) is very active and strong. All LANL students are encouraged to visit the website at <http://sa.lanl.gov> for upcoming events, meetings, tours, social and educational activities, bulletin board, calendar of events, and much more. Students are encouraged to participate as time and interest permits. Student should subscribe to students@lanl.gov to be placed on the list serv and to be informed about student events.

TOOLS

Student/Mentor Workplan Discussion Guide

ACTION REQUIRED - SIGN AND RETURN TO STB-EPO

This instrument is intended as a discussion aid between the student and the mentor.

This form must be completed and returned within **seven days of the students hiring.**

Please select appropriate category:

- ☐ High School Co-op
- ☐ Undergraduate Student (UGS)
- ☐ Graduate Student (GRA)

Please select one:

(Based on Workplan and degree area)

- ☐ Administrative
- ☐ Technical

Student Information:

Name: _____

Division/Group: _____

Z-Number: _____

Phone #: _____

E-mail: _____

Mentor Information:

Name: _____

Z-Number: _____

Phone #: _____

E-mail: _____

Time Length of Studentship:

- ☐ Summer
- ☐ Semester (non-summer)
- ☐ Year
- ☐ Other: _____

Work hours of Studentship:

- ☐ Part Time
- ☐ Full-Time (40hr./wk)

Work Plan Checklist: (Please initial each item when complete)

Work Schedule

We have discussed not only the 9/80 versus 5/40 work schedule options, but also the expectations for working hours (beginning, duration, and end, each day) which best balances programmatic needs with student/mentor and student/team interaction. We have decided upon the following work schedule (select one):

☐ 9/80 Schedule A

☐ 9/80 Schedule B

☐ 5/40 (M-F)

☐ Other please describe:

* Initial M _____ S _____
(Mentor) (Student)

Meeting Schedule

We agree on the following meeting schedule (select one)

☐ Daily

☐ Weekly

☐ 2-3 times per week

☐ Other please list: _____

* Initial M _____ S _____
(Mentor) (Student)

Responsibilities and Expectations Section

We have reached agreement on the responsibilities and expectations section of the Student work plan. We have discussed the responsibilities and expectations listed and have modified them in the following manner to reflect changes to work assignment.

Comments or Changes: _____

* Initial M _____ S _____
(Mentor) (Student)

Performance and Learning Objective Section

We have discussed the performance and learning objectives section of the Student Work plan and agree on the following end-of-assignment deliverable (i.e. technical talk, Symposium presentation, publication, web site, etc.) Please list and describe deliverable.

* Initial M _____ S _____
(Mentor) (Student)

Integrated Safety Management (ISM)

We have discussed “Integrated Safety Management,” and “The Six Zeros”, and the inherent responsibilities of every employee in regard to these Lab-wide initiatives. (check off as discussed)

Safety and Security Policy

- ⑧ Define Work
- ⑧ Analyze Hazards
& Threats
- ⑧ Develop Controls
- ⑧ Perform Work
- ⑧ Ensure
Performance

The Six Zeros

- ⑧ ZERO injuries and illnesses on the
job
- ⑧ ZERO safeguards and security
incidents
- ⑧ ZERO injuries and illnesses off the
job
- ⑧ ZERO environmental incidents
- ⑧ ZERO ethics incidents
- ⑧ ZERO people mistreatment incidents

* Initial M _____ S _____
(Mentor) (Student)

Student Long-term career plans:

Student departure date: _____

Signatures:

Student: _____

Date: _____

Mentor: _____

Date: _____

Mail To: Education Program Office, MS-M709
Carole Rutten, LANL Student Mentor/Liaison

Sample Workplan (technical & administrative)

Los Alamos National Laboratory Education Programs Student Workplan

Student Classification: Graduate

Type of Position: Technical

Prepared by: 990990

George Jetson

Date: Thursday, January
14, 2002 5:11:18 PM

Student Z Number: 999999

Student Name: John J. Johnson

School Attending: University of Wisconsin

Group: NIS-2

Division: NIS

Mail Stop: D-436

Anticipated Start Date: 05/06/2002

Mentor Z Number: 990990

Mentor Name: George Jetson

Mentor Phone: 665-0000

Mentor Email: gjetson@lanl.gov

Description of Work Assignment

John Johnson will work on the Orphan Transients project, a project aimed at finding optical transients from gamma-ray bursts for which no satellite trigger was given. This project is crucial in trying to solve the mystery of gamma-ray bursts, one of the most important problems in astrophysics.

In working on this project, John will learn many new tools in several disciplines, including high-energy astrophysics, machine learning, software engineering, computational science and high-performance computing.

John will be expected to formulate new ideas and algorithms for finding and classifying optical flashes seen by rapid-response telescopes (such as LANL's Raptor), to write software to process incoming telescope data in real time, and to write software to do machine-learning-based classification of this data in real time.

Student Learning Areas

Office Admin Skills:

Not Applicable

Employability Skills:

Not Applicable

Technical Skills:

Advanced

Research Skills:

Advanced

Communication Skills:

Advanced

Critical Skills Areas

Primary: Physics

Secondary: High-Performance Computing and Simulation

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CONTACTS AND RESOURCES LISTING

TITLE	CONTACT INFORMATION	COMMENTS/NOTES
Audits and Assessments Office (AA-4)	Phone: 665-9999	http://sp17.lanl.gov/aa/
Badge Office	Phone: 667-6901	http://badge.lanl.gov/
Benefits/Compensation Office	Phone: 667-1806	http://int.lanl.gov/worklife/benefits/
Bradbury Science Museum	Phone: 667-4444	http://www.lanl.gov/worldview/museum
Business/Payroll Office	Phone: 667-4594	http://busblue.lanl.gov/bus1/payroll/
Diversity Office	Phone: 667-5665	http://www.lanl.gov/orgs/dvo
Division Human Resources	Name: Phone: E-mail	
Education Programs Office Student /Mentor Liaison	Name: Carole Rutten Phone: 665-5194 E-mail: crutten@lanl.gov	http://education.lanl.gov/EPO/
UGS/HS Co-op Coordinator	Name: Mindy Mendez Phone: 665-9466 E-mail: ajmendez@lanl.gov	
GRA Coordinator	Name: Kari Lier Phone: 667-3799 E-mail: klier@lanl.gov	
ESH Hotline (Safety Concerns)	Phone: 665-5010	http://eshint.lanl.gov
Food (Aramark Otowi Bldg)	Phone: 667-3591	Hours of Operation: Breakfast: 6:30-10:00 Lunch: 11:00-1:45 SweetShop: 10:00-4:00 www.int.lanl.gov/services/CafeteriaMenu/
Housing Office	Name: Vicki Barnett Phone: 661-2626 E-mail: housing@lanl.gov	http://bus.lanl.gov/housing/

Human Resources (Staffing-Student Programs) HR Generalists for each division	Phone: 667-0870	www.hr.lanl.gov (weblink to student program hiring info page)
Emergencies Immediate Danger	Phone: 665-3505 Phone: 911	fire, unattended bags, etc. http://lanl.gov/orgs/s/
Laboratory Operator	Phone: 667-5061 Or dial 0 (zero)	External Web Site: www.lanl.gov/worldview Internal Web Site: www.int.lanl.gov
Los Alamos Medical Center	Phone: 662-4201	Allergy shots, pharmacy, and emergency care
Medical/Personal Issues Employee Assistance Program	Phone: 667-7251 Phone: 667-7339	
Occupational Health Center -Nurses Station	667-7848 667-7839	http://medical.lanl.gov
Office of Equal Opportunity	667-8695	http://www.lanl.gov/orgs/OEO/
Ombuds Office	Name: Pavlo Quintana Phone: 667-9330 E-mail: pavlo@lanl.gov	www.lanl.gov/ombuds/
Research Library	Phone: 667-5809 E-mail: library@lanl.gov	Starting place for assistance with Library needs http://lib-www.lanl.gov/
Safety and Security Concerns Safety (ISM) Security	Phone: 665-6295 Phone: 665-2002	http://int.lanl.gov/safety/
Staff Relations (Complaints, harassment or violence in the workplace)	Phone: 667-8730	http://hr.lanl.gov
Student Liaison	Name: Phone: E-mail:	Division/Group resource person: provides direction to appropriate contacts
Student Mentor	Name: Phone: E-mail:	Primary Contact Person

TAXI	Phone: 667-TAXI (667-8294) or 667-3701	From Lab property to Lab property Charges pre-collected from Division and Group Offices
TRAVEL	667-5174	http://busblue.lanl.gov/bus1/travel/
LANL Weather Updates	Phone: 667-6622 or 877-723-4101	Lab closures or delays http://weather.lanl.gov/

STUDENT ACTIVITIES

Symposium 2002

Annual Symposium: Highlighting Student and Postdoctoral Research “Championing Scientific Careers”

The Annual Symposium is an opportunity for all students and postdoctoral appointees to present their learning experiences and scientific research. The intent of the Symposium is to broaden students’ and postdoctoral appointees expertise and to prepare them for careers in the sciences. The event will take place on July 29-30, 2002. For more information about the Symposium see the web site at <http://set.lanl.gov/symposium>.

Student Calendar of Events

For a listing of the summer calendar of events schedule, please visit the events calendar at <http://int.lanl.gov/worklife/students/> .

Summary

This handbook is designed to provide essential tools for creating a highly effective education and work experience for the liaison and student. The handbook outlines the objectives and skills necessary in creating a positive and mutually meaningful experience for students, liaisons, and mentors along with the necessary forms that are needed to prepare for this relationship.

References

Brainard, Suzanne G., Harkus Deborah A., St. George, May R. *Mentors and Internes: Professional Mentor Handbook* University of Washington-Seattle: Women in Engineering Initiative WEPAN Western Regional Center.

Adams, Stephanie G., Adams, Howard G. *Techniques for Effective Undergraduate Mentoring: A Faculty/Student Guide*. The National Consortium for Graduate Degrees for Minorities in Engineering and Science, Inc.

Lavine, Alexis, Los Alamos National Laboratory, Earth and Environmental Sciences (EES) Division, Student Handbook.

For more information regarding mentoring, contact:

Carole Rutten
STB/EPO
665-5194
crutten@lanl.gov